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Award Recommendation Letter

Date: September 9, 2008

To: Lottie Hooyer, IDOA Senior Account Manager for DCS

From: Audra Gilmer
State Program Coordinator Healthy Families Indiana, DCS
Room E306, MS 47
302 W. Washington St.
Indianapolis, IN 46204

Subject: Recommendation for Selection for RFP 8-86 Training and Technical Assistance/Quality Assurance System

Amount of Contract: \$824,412.00 for the period 1-1-09 through 6-30-10

Based upon the review team's evaluation, we recommend for selection SCAN, Inc. to provide a training, technical assistance and quality assurance system for Healthy Families Indiana.

The evaluation team received proposals from three (3) vendors:

- ENTAP, Inc.
- Indiana University School of Nursing (IUSON)
- SCAN, Inc.

Proposals were evaluated by a four (4) member evaluation team and Indiana Department of Administration (IDOA) according to the following criteria established in the RFP:

- Adherence to Mandatory Requirements (Pass/Fail)
- Management Assessment/Quality (Business and Technical Proposal) (35 points)

- Cost (Cost Proposal) (20 points)
- Indiana Economic Impact (15 points)
- Buy Indiana (10 points)
- Minority (10) and Women Business (10) Subcontractor Commitment (20 points)

Proposals were evaluated according to the process outlined in Section 3.2 (Evaluation Criteria) of the RFP.

Scoring was completed as follows:

A. Adherence to Mandatory Requirements

All three proposals were reviewed for adherence to mandatory requirements. ENTAP, IUSON, and SCAN passed.

B. Management Assessment /Quality (Business and Technical Proposal)

All three Respondents, ENTAP, IUSON, and SCAN, were evaluated on their technical proposals.

Management Assessment/ Quality (Technical Proposal)

The review team considered each Respondent's offered responses to the Service Description including the following components: regional core training, the semi-annual training Institute, web-based training, and technical assistance and quality assurance.

The team's scores were based on a review of each Respondent's proposed approach to each component using the following scoring criteria: ability to provide proposed components, capacity/ability to coordinate qualified trainers, ability collaborate with HFI work groups, ability to coordinate with training tracking system, provision of a performance-based work plan, resources to support project, defining qualifications and job duties for staff to carry out project

Results of the Management Assessment/Quality evaluation are listed below:

Evaluation Section	ENTAP	IUSON	SCAN
Technical Proposal Score	4.5	21.5	29

The evaluation team observed the following during the Management Assessment/Quality (Technical Proposal) evaluation:

ENTAP

The Respondent: is a recognized provider of technology services however this proposal is for the provision of social services and the respondent has no experience in social services, lacked understanding of the Healthy Families Indiana (HFI) program, would need to build a program, system, and committee structure from the ground up, provided no information regarding collaboration with HFI work groups,

had no certified trainers and planned to recruit and include the costs for all individuals to be trained by Healthy Families America (HFA). The proposer failed to respond to the training tracking system portion of the RFP, provided a work plan only for the Institute component of the RFP (not the other three components), failed to submit required budget forms, listed no resources to support the proposal other than the funding requested in the RFP, provided no job descriptions, and proposed to subcontract all of the work rather than hire staff to administer the program.

IUSON

The Respondent: has been involved with HFI since 1993 and has assisted in building the system; the Director participates on HFI work groups and is actively involved in multiple research projects that relate to home visiting programs. The Respondent submitted comprehensive information regarding the program/system as it currently operates however did not indicate how IUSON intends to build capacity, did not provide information regarding improvement or enhancement of the current system during the proposed contract period, did not address that there is a problem when provider staff fail the e-learning tests multiple times, and mentioned the current training tracking system but not improvements planned for the system. The Respondent failed to submit required budget forms and was unclear regarding supervision of the program/systems and staff and evaluation of sub-contractors.

SCAN

The Respondent: appropriately separated the TA and QA functions and plans to regionalize training, TA, and QA and assign staff to specific providers to promote communication and ongoing relationships, plans to use experienced/certified trainers within the HFI system and through the HFA Regional Resource Center (RRC) to train and to review HFI sites, and plans to expand the training and peer review base to add depth to the system and promote skill-building and greater independence among providers. SCAN addressed improvements planned for the training and tracking system, submitted complete budgets for each component on the required budget forms, plans to establish direct lines of control/supervision, and expressed programmatic insight.

C. Short List

A review of the Management Assessment/Quality (Technical Proposal) indicated a natural break in the possible scores of 30 with ENTAP at 4.5 and IUSON and SCAN at 21.5 and 29 respectively. IUSON and SCAN were deemed viable candidates for the contract award and were short-listed for the final evaluation step- Oral Presentation and responses to the Clarification questions scoring.

D. Indiana Department of Child Services (DCS) Review Team Scoring

Following oral presentations and responses to Clarification questions by IUSON and SCAN, the evaluation team observed the following:

IUSON

The review team recognized IUSON's prior experience working with HFA, HFI, and DCS is positive and the Respondent has demonstrated an ability to deliver to the state. However the responses to the clarification questions and the oral presentation did not resolve concerns regarding:

- Quality, capacity, collaboration, coordination, performance - a number of staff continue to fail e-learning module tests multiple times before passing; IUSON is a member of a multi-agency team that plans and operates the Institute though responses indicated they were largely responsible for the Institute; actual time spent and involvement of IUSON staff in the program is unclear; lines of supervision and evaluation indicate a sub-contractor is responsible for other sub-contractors who provide training, QA/TA; evaluation of staff is completed by staff and IUSON appears not to see the necessity for improvement; claims from the provider are not timely; there was no plan for improvement/growth of the current system (an upcoming change in the training and tracking system with Datatude was not mentioned) and there is no plan to strengthen the current system or add depth to the program by involving local providers in TA and/or peer reviews; the workplan and reports speak to activities and numbers rather than outcomes.
- Resources/budget and staff – there is no information regarding time spent or actual costs of individuals with whom IUSON sub-contracts in resubmitted budget information; the budget focus is on administration rather than on the program; again there are no clear lines of supervision by the agency holding the DCS contract.

SCAN

The review team recognized that SCAN was one of the original HFI providers, is the largest provider in IN, and is the second largest provider in the U.S. The agency has and continues to participate on committees and work groups. The oral presentation and clarifications provided the following information:

- Quality, capacity, collaboration, cooperation, performance – taking on part of the training tasks that are part of the current IUSON contract, SCAN has been providing HFI core and other training for counties in the NE and N regions of the state for 12 years; the agency plans to enhance the system by regionalizing training: the agency collaborates with multiple partners locally, within the state, and nationally; SCAN addressed a planned change to improve the training and tracking system in cooperation with Datatude; the agency focused on program enhancement and increased training of provider staff to build depth and increase the provider independence; the agency focused on program outcomes and the systems to be put in place to promote successful outcomes.
- Resources/budget and staff – the agency resubmitted the budget after a review of their travel expenses and allocation methodology and reduced expenses by \$29,570; costs of the contract are focused on the program; the Executive Director serves on the HFI Think Tank and Funding sub group; the agency is affiliated with HFA (Program Director is a national peer

reviewer, currently serves on the Healthy Families America (HFA) State Leadership Committee), and chairs the HFI Operations Committee; the agency plans to expand the qualified trainer and peer review base working with HFA/RRC and their own experienced staff to add depth to the program; the organizational chart and regionalized plan present a logical chain of command and provide opportunity for immediate response and/or access to the contractor and enhanced two-way communication between agency staff and their assigned providers.

Final Overall Evaluation Scores

Respondent	Management Assessment/Quality	Price	Buy Indiana	IEI	MBE	WBE	Total Score
IUSON	11.75	20.00	10.00	8.23	10.00	10.00	69.98
SCAN	29.00	17.19	10.00	15.00	0.0	0.0	71.19

Award Summary

Following strong performance in the Management Assessment/Quality and Technical Proposal scoring, SCAN had the higher point total, 29 points out of a possible 30. The award recommendation goes to SCAN for their commitment to strengthening the Healthy Families Indiana training, technical assistance and quality assurance systems. **This agreement will be for 1.5 years with the option to renew for an additional 2.5 years.**